

Cont.  
A.1

1                    2.     (Amended) A method as in claim 1, wherein the request is issued  
2     from a terminal having a processor that is in communication with the host computer, and  
3     further comprising logging an error if the identifier is not valid.

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1                    3.     (As filed) A method as in claim 2, wherein the request is sent from  
2     the host computer to the terminal.

1                    4     (As filed) A method as in claim 1, where the request is issued  
2     from a customer service operator over a phone.

1                    5.     (As filed) A method as in claim 2, wherein the identifier is  
2     received at the host computer from the terminal.

1                    6.     (As filed) A method as in claim 1, wherein the host computer  
2     includes an associated database, and wherein the identifier is verified by comparing the  
3     identifier with a list of valid identifiers in the database.

1                    7.     (As filed) A method as in claim 1, further comprising determining  
2     whether an appropriate form has already been ordered.

1                    8.     (As filed) A method as in claim 7, wherein if an appropriate form  
2     has not been ordered, placing an order for an appropriate form.

1                    9.     (As filed) A method as in claim 8, further comprising evaluating  
2     whether the ordered form is received by a user.

1                    10.    (As filed) A method as in claim 9, further comprising transmitting  
2     an identifier for a replacement form to the host computer.

1                    11.    (As filed) A forms auditing system, comprising:  
2                    a host computer; and  
3                    a database associated with the host computer, the database having a record  
4     of a set of forms and a valid identifier for each of the forms;

5                    wherein the host computer is configured to receive an identifier in  
6     response to a request to audit a form, and to verify whether the identifier is a valid  
7     identifier for the audited form by comparing the identifier with the identifiers in the  
8     database, and to produce a record in the database of the comparison.